

Telecommunications Systems Analyst I

Essential Task Rating Results

1	Interpret and analyze State and Federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual) to determine impact on telecommunications systems and program operations.
2	Make recommendations for programs, policies, procedures, and business processes to ensure operational efficiency.
3	Identify products, equipment and services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modify existing telecommunications systems as needed and/or directed by the supervisor.
4	Verify that telecommunications systems and equipment were installed and necessary services were received to ensure compliance with relevant contracts and Federal, State, local and departmental laws, rules, regulations, and codes.
5	Set up telecommunications project accounts (including information such as client and billing specifics, system type, and subscriber sets) in the database to track telecommunications projects.
6	Monitor telecommunications project account information (e.g., client and billing specifics, system type, and subscriber sets) in order to ensure accurate telecommunications project information.
7	Update information in appropriate database(s) to track equipment usage and telecommunications systems specifications and monitor equipment and services.
8	Verify the accuracy of cost estimates developed by vendors utilizing Master Purchase Contracts and Master Service Agreements to ensure cost containment.
9	Prepare and submit telecommunications invoices and reimbursement claims to the department Accounting Office for payment.
10	Verify that invoices match the approved contracts or purchase orders to ensure reconciliation activities are initiated and vendors are billing for the approved services and amounts.
11	Enter invoice and reimbursement claim information into the office database to verify costs and track expenses for equipment and services billed.
12	Dispute and reconcile invoices with vendors to resolve discrepancies and ensure proper payment of telecommunications systems, equipment, and services.

13	Develop and maintain accurate records of telecommunications systems, equipment, and services for future planning and equipment installations using computer programs, existing reports, and filing systems.
14	Verify the completion of project documentation (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures, guidelines, computer software, and technical knowledge to close out projects.
15	Review documents (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures and guidelines, computer software and technical knowledge to initiate the next phase of the project.
16	Recommend approval of documents (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures and guidelines, computer software, and technical knowledge to initiate the next phase of the project.
17	Answer client's questions and provide direction regarding basic equipment standards, equipment technology and advances, compliance with laws, rules, regulations, policies and warranties to ensure they are knowledgeable on equipment standards and current technological options.
18	Evaluate statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and is consistent with contract requirements in accordance with departmental manuals, guidelines and planning documents.
19	Consult with management, staff, clients, agencies, and vendors to provide technical information using departmental policies and procedures, State and Federal telecommunications regulations, Government Codes, Public Utilities Commission guidelines, and the State Administrative Manual.
20	Participate in office meetings to obtain and provide information regarding office and funding policies, administration, and telecommunications products, services, and policies.
21	Prepare reports (e.g., monthly accounting, inventory, expiration, license, billing) using departmentally approved computer software and guidelines to facilitate the successful and timely completion of assigned duties.
22	Prepare written correspondence to vendors, management clients, and agencies using departmentally approved computer software and guidelines to provide information on new policies, procedures or respond to inquiries.
23	Follow-up with clients and agencies to ensure questions are verbally addressed (e.g., billing inquiries, communication site, questions regarding equipment acquisition).
24	Create new database tracking systems using departmentally approved computer software applications to ensure operational efficiency.

25	Assist in creating new database tracking systems using departmentally approved computer software applications to ensure operational efficiency.
26	Resolve client complaints or problems to ensure operational efficiency and customer satisfaction using various communication and interpersonal skills and knowledge related to telecommunications systems and policies and procedures.